

Thessaloniki, 16/09/2009
RS/PRO/2009/750**OPEN INVITATION TO TENDER****AO/ECVL-RES/PHT-LT/Europass/011/2009*****‘Software and website development and support services for Europass’*****REQUEST FOR CLARIFICATIONS (3) – QUESTIONS AND ANSWERS**

Dear Madam/Sir,

In regards to the above mentioned open Tender Procedure please find below the Answers of Cedefop to the requested Clarifications (and respective *Questions*), which were raised by one potential tenderer.

Clarification 1:

The contract in subject concerns the further maintenance and further development of already implemented systems using a given technological environment. In order for the Tenderers to prepare a competitive offer and address all technical points of award criterion 1, we kindly request to you to make available to the Tenderers already from the tendering phase the source code, technical papers and full documentation of the implemented work.

Cedefop Answer to Clarification 1

Adequate technical documentation is provided in the Annexes H, I and J of the Tender Documents, as well as at the References in pages VIII and IX. We consider that the value and benefit of providing the exhaustive details of technical issues is not so significant for the preparation of a competitive offer, taking into account that a large part of the offer concerns re-design of the website. Nevertheless, we have prepared an info-pack with a selection of technical documents and part of the source code, which is available and uploaded as separate *.zip file as “[Clarification 3 Annex Extra Docs Europass](#)”. It also contains a full report on the number of lines of source code for all Europass development projects. Tenderers should use the password: [Eur0p@ss.2009](#) to open it. In order to avoid any infringement of the applicable legislation concerning protection of intellectual property and issues of confidentiality (Europass' code serves also to process and handle private data) we would like to draw your attention to the obligation of always ensuring lawful use of the information supplied to you.

Clarification 2:

Contract notice vs. Tender Specifications

Question:

Regarding the estimated annual effort, contract Notice states that “a *minimum of 740 person-days per year*” is expected whereas page 3 of the Tender Specifications state that “*approximately 740 person days per year*” are expected. Please elaborate further on this.

Cedefop Answer to the Question under Clarification 2

As specified on page 3 of the Tender Specifications, “these figures are given for informational purposes only and Cedefop is not legally bound to reach the forecasted volume. In addition, the use of the contract may not be evenly distributed over the years.”

Also, the volume of work will depend on the budget available over the next years and the priorities set at political level. In consequence, the estimative annual effort given in the notice should read “approximately 740 person days per year”.

Clarification 3:

Tender Specifications, (3) Type of Contract, page 3.

Question:

Could you please indicate the differences, if any, between the Specific Contracts and Order Forms? That is, in which cases will Cedefop prefer to issue an Order Form instead of a request for Specific Contract?

Cedefop Answer to the Question under Clarification 3

As a general rule, framework contracts should be implemented by orders, as the services have to be identified and standardised in advance in the invitation to tender. When it is not possible to define all the means to be employed in order to obtain the results, implementation of the contract will be by specific contract.

Clarification 4:

Tender Specifications, 4.11 Meeting and travel expenses, “Two more meetings of one day may take place elsewhere in Europe”, page 24.

Question:

Could you please provide more specific information regarding the term “elsewhere”? Is there a list of countries that such meetings may be held (eg. Belgium / Luxembourg)? What will the performance of a meeting in one country (other than Cedefop’s premises) depend on? Please note that this information is crucial for the preparation of the Tenderers’ financial proposal.

Cedefop Answer to the Question under Clarification 4

The tenderer may have to attend meetings in Brussels but also to provide support, for example to assist a National Europass Centre in any country of the EU/EEA or in candidate country. The cost of a meeting, including transportation, depends on the location of the successful tenderer and on the country where the meeting is hold. Therefore tenderer is

asked to give an offer reflecting the average price for the meetings to be held. The estimated number of such meetings, as also included in the financial offer form, is estimated to seven (7) for the duration of the contract.

Clarification 5:

Tender Specifications, 5.2.2.2, page 26.

Question:

Is there an upper limit for the number of the submitted CVs?

Cedefop Answer to the Question under Clarification 5

There is no upper limit for the number of submitted CVs.

Clarification 6:

Tender Specifications, 7.2.5 Documentation for Award Criterion 1e, page 32.

Questions:

- a) Is the three page indication the absolute limit for the whole document? Please note that a significant range of requirements needs to be addressed within this criterion, thus, Tenderers will be restricted to an overview of their approach rather than a detailed response.
- b) *“The means he intends to deploy to manage, monitor and control the quality of outputs and services that are required;”*
Please confirm that Tenderers must present their methods and means to ensure quality for all four activities of Award Criterion 1 (1a to 1d).
- c) *“The contractor's understanding of the Europass project: nature, scope and context, work/tasks to be performed and results to be achieved including the identification of the resources the tenderer intends to request from Cedefop. The type of resources (hardware software, remote access etc) and the type of staff e.g., Network/Database administrator, Application/Web developer, support staff, software architect, senior project managers etc. must be accompanied by the estimated number of hours of staff involvement.”*
 - 1. Please confirm that Tenderers must present their understanding for all four activities of Award Criterion 1 (1a to 1d).
 - 2. Please confirm that the type of resources and workload of staff, refers here only to Cedefop’s side.

Cedefop Answers to Questions a and b under Clarification 6

The criterion 1e concerns the general “overall quality assurance and methodology” for the performance of the services under the contract. The sentence under 7.2.5a, which asks for “the means he intends to deploy to manage, monitor and control the quality of outputs and services that are required;” refers to the general services as described under 4.2 and relates also to “4.5 Deliverables’ quality”.

The description should describe the key points of the methodology proposed, concerning quality control policy and quality levels against the issues and challenges at stake. These points should be covered in 2-3 pages max, including 7.2.5c.

Documentation for the work-plan and methodology of the specific works under 1a to 1d should be provided directly under the corresponding items, since they are different in nature and may have their own special requirements for methodology, quality and control.

Cedefop Answer to Question c 1 under Clarification 6

The tenderers must present their overall understanding of the Europass Project, nature, scope, context, work/tasks and results, as this is described in the text of the Tender Documents and in the associated and linked references and documentation.

Cedefop Answer to Question c 2 under Clarification 6

Yes, it refers here only to resources on Cedefop's side

Clarification 7:

Tender Specifications, 7.2.6 Documentation for Award Criterion 2, page 32.

Questions:

- a) *“(1) Provide a description of the project organization structure and the composition of the actual project team proposed listing project personnel placement in the project structure, their function, title, qualifications, experience, the level and degree of direct involvement of the most experienced (senior staff) of the company.*

We understand that the requirement refers to the managerial staff that will undertake the coordination of the framework contract and not the Tenderer's employees that will be involved under the contract profiles (i.e. Project Manager, Senior Analyst Engineer and Consultant, etc.).

- b) *“Demonstrate the suitability of the proposed project team to provide the services requested (see sections 4.2 and 4.6). Project team will include only staff that will be actively involved in the project.”*

Given that the project refers to a Framework Contract where requests for services will be issued, could you please specify whether the Contractor shall assure that the available Candidates will not be idle during the contract execution? We understand that the proposed team will be updated by new personnel with the same skills and qualifications as those that will be presented in the offer.

Cedefop Answer to Questions a) and b) under Clarification 7

The tenderers are requested to describe the project organization structure and the composition of the actual project team proposed, according to profiles 4.6.1 to 4.6.7 and indicatively the table at 5.2.2.2 (1). The project team is expected to be the team that will perform the projects, which initially are the ones described under 4.3.

No explicit guarantee can be given by Cedefop about the idleness or not of project resources, since the volume of work will depend on the budget available over the next years and the priorities set.

Related points.

Point 4.10.2 states that:

1. the project team shall be the one described in the tenderer's technical proposal.
2. In case of replacement for whatever reason of any member of the project team, the contractor is committed to propose a candidate with at least the same level of qualifications and experience for the project and is also committed to take all measures in order to ensure that changes in staff will have no negative impact on the execution of the services (in terms of quality, deadlines and costs).

Point 4.10.3 states that "In case any person in the team changes, the Contractor shall inform Cedefop about the change, providing all related information (name and CV of the new persons)."

Note: A comma is missing after the 17th word of the paragraph below. Therefore the paragraph:

"Provide a description of the project organization structure and the composition of the actual project team proposed listing project personnel placement in the project structure, their function, title, qualifications, experience, the level and degree of direct involvement of the most experienced (senior staff) of the company."

should read:

"Provide a description of the project organization structure and the composition of the actual project team proposed, listing project personnel placement in the project structure, their function, title, qualifications, experience, the level and degree of direct involvement of the most experienced (senior staff) of the company."